



 **Genting Highlands Resort... Malaysia**
Your escape to excitement



CONFIDENTIAL

TO: VICE PRESIDENT
RESORT HOTEL
RESORTS WORLD BHD.

69000 GENTING HIGHLANDS
PAHANG DARUL MAKMUR
MALAYSIA



 **Genting Highlands Resort Malaysia**

GUEST QUESTIONNAIRE



 **Genting Highlands Resort Malaysia**

Dear Guest,

SELAMAT DATANG to Genting Highlands Resort and an especially warm welcome to the Resort Hotel. My staff and I wish to ensure that our services and facilities will make your stay with us comfortable and enjoyable. And we will be truly appreciative of your impressions of us as it will help us to be better the next time.

Thank you for staying with us and we look forward to seeing you again.

Regards,

Rosli Kamili

Rosli Kamili
Vice President
Resort Hotel

Thank you for your comments and kindly leave this questionnaire at the Guest Services Counter for my personal attention.

Name: _____

Room No.: _____

Arrival Date: _____ Departure Date: _____

Address: _____

Number of visits: _____

Source/Purpose of visit: (Please ☒ where applicable)

- ☐ Tour Group
- ☐ Personal Holiday
- ☐ Convention/Conference

FRONT OFFICE

How would you rate the following services in friendliness and efficiency?

	Poor	Good	Excellent
Porter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Receptionist	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Guest Services Assistant	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cashier	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Telephone Operator	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comment : _____

HOUSEKEEPING

What is your impression of our hotel rooms and housekeeping services?

	Poor	Good	Excellent
Comfort	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cleanliness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Adequacy of Supplies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Functioning of Facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comment : _____

FOOD AND BEVERAGE

How was your dining experience at our outlets?

	Food Quality			Service		
	Poor	Good	Excellent	Poor	Good	Excellent
Resort Cafe	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Resort Banquet	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Coffee Terrace	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kampong Restoran	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sails Grill	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Theatre Restaurant	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fortune Corner	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ulu Kali Lounge	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Carrousel Pizzeria	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Restoran Highlands	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comment : _____

FUN AND LEISURE

	Poor	Good	Excellent
Casino De Genting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Big Rock Disco Cafe	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Theatre Restaurant Show	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Genting Bowl	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Heated Swimming Pool	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Indoor Theme Park	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Outdoor Amusement - Lakeside	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Executive Health Centre	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Indoor Stadium	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

OTHER FACILITIES

Child Care Centre	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Resort Shopping Arcade	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gift Shop	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Silver Fame Hair and Beauty Saloon	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Transportation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comment : _____

Overall impression of the hotel.

OUTSTANDING EMPLOYEE/S

If any of our employee/s were especially helpful, please let us know.

Name : _____

Position : _____

Comment : _____

The tasteful arts
of Japan come alive

OISHII!

Fixed,
Full Value-
for-money
Set Lunch/
Dinner.

For connoisseurs of
fine Japanese cuisine.

Our Master Chef
Umezawa-San
presents an amazing
range of delicious
dishes. Using fresh
ingredients of prime
quality, of course.

A rare treat your
taste-buds wouldn't
want to miss.

Every Saturday and
Sunday 12 noon
to 2.30 pm and
6.30 to 10.30 pm.

Make your
reservations now.

Call Lee Lin at
755 9122 extn 4071.

Genji
JAPANESE RESTAURANT

SKEWER CHICKEN SET



冷奴
Cold Beancurd served
with Dipping Sauce

茶碗蒸し
Steamed Egg Custard

焼きうどん
Fried Japanese Udon

チキン串し (2本)
Skewer Chicken (2 sticks)

御飯
Steamed Rice

味噌汁
Miso Soup

香の物
Pickles

果物
Fruit of the day

チキン串しカツセット

RM 35++ per person

焼き肉
Barbecue Beef

鯛信州蒸し
Steamed Snapper "Shinshu"

烏賊のか揚げ
Vegetable Tempura
with Squid

赤貝奴た和え
Arkshell with Sweet Sour
Dressing

3個おにぎり
梅干し、鮭、おかか
3 pieces Rice Ball
Sour Plum, Salmon,
Bonito Fish Flakes

吸物
Clear Soup

果物
Fruit of the day



おにぎりセット

ONIGIRI SET

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Tel: 03-211 1118